

Information Link

A Source of Information for Our Customers



Lisa Feldner, CIO

Last week, the State Information Technology Advisory Committee (SITAC) met and prioritized 14 technology projects requesting general funds over \$250,000. The number one priority, the MMIS Phase II Project, was no surprise. Once the Governor's budget has been released, this list will be updated and presented to the legislature at the beginning of the 2007 Legislative Session. The list of projects, ranked in priority order, can be found on the next page of this newsletter.

SITAC is scheduled to meet again on October 25 to review large technology

As you read this, I will have been on the job for five months. Many people have asked me how things are going. I liken it to breaking in a new pair of shoes. When you first begin to wear them and they hurt your feet, you wonder why you wanted a new pair. However, the more you wear them, the more accustomed you are in the new shoes. Today, I am starting to feel comfortable at ITD. I have visited the different ITD locations and met almost everyone. I have gotten lost in "cubeland" and had to be redirected by Della. I have learned that Office of Management and Budget (OMB) is on the fourth floor and Tax Department is on the eighth floor. Most importantly, I am learning all about the budget process as we work to get our old and new initiatives approved for the upcoming legislative session.

INSIDE THIS ISSUE

| | |
|-----------------------------------------------------------|---|
| Message From the CIO | 1 |
| ITD's 2005-06 Annual Report Released ... | 3 |
| SIS 2006 Network Begins to Roll Out | 4 |
| North Dakota GIS Users Conference | 4 |
| Pam Schafer Named CJIS Director | 5 |
| Mainframe Migration | 6 |
| Business Intelligence Moves Forward in North Dakota | 7 |
| On The Job For ITD | 7 |
| Managing Customer Expectations | 8 |

Continued on page 2

SITAC recently ranked the 14 top priority projects that will be presented during the Legislative Session.

projects requesting special funds and changes in technology standards. Another significant meeting is the Legislative Interim IT Committee scheduled on October 11. ITD's budget hearing was held on October 2, which included updates on large information technology projects, ConnectND, proposed technology bill drafts, and the presentation of ITD's Annual Report. The State Technology Plan is scheduled to be released the last week of November and several members of the ITD staff have been working hard on that project. The plan will be presented to the legislature in December. So, just as my shoes are becoming comfortable, I will have to put on a new pair in January for the Legislative Session.

SITAC Project Ranking

The following table contains the projects, listed in priority order, ranked by SITAC. These projects are requesting more than \$250,000 from the general fund, and they will be presented to the legislature for approval during session.

| Project Name and Department | Rank |
|---------------------------------------------------------------------------------------------|------|
| Medicaid System project - Phase II - Department of Human Services | 1 |
| Client Information Sharing System - Department of Human Services | 2 |
| Tax Distribution Re-write - State Treasurer | 3 |
| CAD Computer Aided Dispatch - Department of Emergency Services | 4 |
| Migrating applications to SOSKB - Phase 2 - Secretary of State | 5 |
| Additional Radio Towers - Department of Emergency Services | 6 |
| Inmate Medical System - Department of Corrections and Rehabilitation | 7 |
| EAS Satellite Notification | 8 |
| New Child Welfare Information System - Department of Human Services | 9 |
| Foundation Aid - Department of Public Instruction | 10 |
| Business Intelligence Implementation and Support - Information Technology Department | 11 |
| ESPB coming off the Mainframe - Department of Public Instruction | 12 |
| Grants Management Software - Department of Emergency Services | 13 |
| Integrate Field Service Operations into ITAG - Department of Corrections and Rehabilitation | 14 |

ITD's 2005-06 Annual Report Released

Mike Ressler

Customer-Centric Services, ITD's 2005-06 Annual Report, showcases each division and their greatest accomplishments.

The Information Technology Department (ITD) recently released its 2005-06 Annual Report, titled *Customer-Centric Services*.

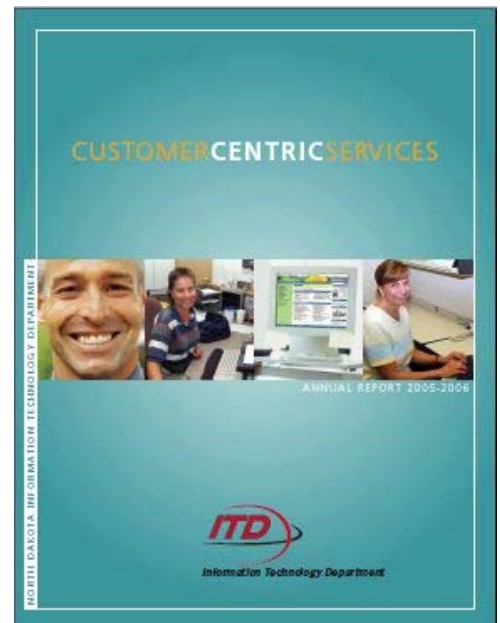
ITD is committed to providing information technology (IT) services with "excellent" customer service. ITD continues the deployment of the IT service management best practice model called Information Technology Infrastructure Library (ITIL). This model consists of practices drawn from public and private organizations internationally. Last year, the department identified four ITIL modules that would be our focus over the next few years.

These modules include the following practices:

1. **Incident Management:** The implementation of standard time frame for incident and problem response. ITD has established and published an incident management program. This practice will be refined as the needs of our customers change.
2. **Change Management:** A standardized approach to implementing a change in a program or a system in an effort to assure maximum efficiency and protecting the integrity of other systems. Members from each division have been selected and have begun developing an agency plan of action.
3. **Problem Management:** The evaluation and resolution of the root cause of a problem. This program will follow the change management initiative.
4. **Service Level Management:** Documentation provided to the customer regarding the service levels and systems availability of the services offered. This effort is underway and service levels are being established in some of the services. This will be expanded to cover all ITD services over time.

This year, the Annual Report highlights each division and lists some of their accomplishments, displays agency dollars spent for ITD services, and lists a comparison of the rates ITD charges versus other providers of similar services. The report shows ITD continues to provide IT services for less than or equal to those who provide similar services in other states or in the private sector. The publication also lists agency active IT projects and those completed in 2005-06.

Each year, ITD presents the Annual Report to the State Information Technology Advisory Committee (SITAC), the Legislative IT Committee, the Legislative Audit and Fiscal Review Committee, and the Budget Section. An electronic copy of the 2005-06 Annual Report may be found at www.nd.gov/itd/pubs.



SIS 2006 Network Begins to Roll Out

Dirk Huggett

Follow the network's progress by visiting the STAGEnet website or attending one of the stakeholder monthly meetings.

ITD recently began migrating to the new network infrastructure. The first step in the migration process includes moving the current setup to the new backbone. This process allows the team to troubleshoot incidents as they arise more quickly and makes it easier to "back-out," if necessary. It also provides an opportunity to confirm that the basic setup is sound and minimizes unexpected incidents as they move further into the migration process.

ITD originally projected the new network would be completed by this time. Unfortunately, there were minor difficulties obtaining some state-of-the-art parts from a manufacturer. This delay impacted several other areas of the project. Currently, the project is scheduled to complete during the last week of November. So far, the migration has gone smoothly, and we believe it will continue that way.

For more information regarding the STAGEnet Network Project (SIS 2006), please check the following areas:

Visit the project website at <http://www.stagenet.nd.gov/projects/infrastructure/index.html>. This site contains all of the project's presentations, status reports, and other related documentation.

Attend the project's Monthly Stakeholder Update meetings. They are held on the fourth Wednesday of each month. Time has been reserved through IVN for these meetings, so all areas of the state can attend. Please contact the Project Manager Dirk Huggett at dhuggett@nd.gov or call (701) 328-1998, if you wish to be included in the meeting notifications.

North Dakota GIS Users Conference

Jennifer Prischmann

The North Dakota GIS Technical Committee is proud to sponsor the sixth annual North Dakota GIS Users Conference slated for October 23-25, 2006. Historically a one-day event, the conference has grown to three days in length, offering various presentations, workshops, and exhibits centered on a particular theme. This year's theme is "Spatial Strategies" with a focus on industry trends, new technologies, data sharing and distribution, and practical application of GIS. The presentations offer a technical or general overview of a particular



Continued on page 5

topic; workshops are more focused and have a practical application. Exhibit space is provided at no cost to the exhibitor.

The event typically averages 120-150 attendees from across the state and beyond from federal, state and local agencies, as well as private enterprises. Outgrowing previous venues, the conference is now held at local hotels. This year, the Comfort Inn will host the conference activities. We are pleased to announce that former Wyoming Governor Jim Geringer will kick off the events as the keynote speaker.

If you would like to learn more about North Dakota's GIS Users Conference 2006, visit <http://www.nd.gov/gis/news/2006-conference.html>. The registration tool will soon be available for those interested in attending.

The Local Law Enforcement Integration Project will allow criminal justice personnel to easily identify and retrieve information from other law enforcement agencies.

Pam Schafer Named CJIS Director

The Information Technology Department (ITD) announced Pam Schafer as the new Criminal Justice Information Sharing (CJIS) Director in mid-July.

As CJIS Director, Pam oversees the CJIS program and initiatives and procures funding sources for the CJIS program. She plays a key role in the development, maintenance, and communication of the CJIS strategic plan and project portfolio by working with criminal justice agency executives and stakeholders. She also recommends operational improvements, revenue and growth targets, new services, and provides direction to the CJIS Executive Committee and CJIS Board.



The current CJIS initiative Pam leads is the Local Law Enforcement Integration Project. This project will interface the information contained in the law enforcement records management systems of North Dakota entities that have and maintain their own records management systems. Agencies included in the project are Bismarck, Fargo, Grand Forks, and Minot Police Departments. Upon its

completion, this project will allow criminal justice personnel to easily identify and retrieve information from other law enforcement agencies.



Presently, Pam is working with law enforcement agencies and vendors to develop the proof-of-concept (POC) to integrate local law enforcement records management information to the CJIS Hub Portal.

Mainframe Migration

Following a feasibility study conducted by the Information Technology Department (ITD) and Software AG (SAG) last fall, ITD determined it was in the State's best interest to migrate existing applications to a non-mainframe platform.

The objective of the Mainframe Migration Project is to migrate existing mainframe applications from the State's existing mainframe environment to another computing environment.

The primary objective of the Mainframe Migration Project is to migrate existing mainframe applications from the State's existing mainframe environment to another computing environment. However, this does not entail rewriting existing applications, but rather is a port, or migration, of existing applications to a new computing environment with little, if any, change in functionality. This project is a preparatory stage to eliminating the legacy mainframe. However, completion of this project will not result in the ability to shut down the mainframe due to the continued existence of major applications that are in the process of being re-written.

Visit ITD's website to review the Mainframe Migration's status reports, project plan, and other related documentation at <http://www.nd.gov/itd/hosting/mfmigration/index.html>.



Business Intelligence Moves Forward in North Dakota

Dirk Huggett

The ARB has commissioned a project to take the next step forward to create a proof-of-concept for Business Intelligence tools.

Enterprise Architecture (EA) is moving forward with plans to identify enterprise level Business Intelligence (BI) tools. BI tools conveniently allow one to compare statistical data from two different sources. The study team, commissioned by the Architectural Review Board (ARB), wrapped up their study with a report, cover letter, and presentation that highlighted key factors from the report. Those reports can be found at the EA website <http://www.nd.gov/ea/standards/>.

Currently, the ARB has commissioned a project to take the next step forward to create a proof-of-concept (POC). The goal is to have the POC available by the time the Legislative Session begins, so the committee can make a presentation to the legislators. The project team is now defining the requirements for the POC and working with vendors to establish the project's scope.

For more information about this project, please contact Nancy Walz, nwalz@nd.gov, or (701) 328-1991.

On The Job For ITD

Daryl Wanner, a Senior Programmer Analyst (SPA), has been working within ITD's Software Development Division for five years. Daryl's key job responsibilities include working as a project lead supporting the Fully Automated Child Support Enforcement System (FACSES).



Working as a SPA on a variety of projects is often challenging and can be very rewarding in today's technology industry. What Daryl enjoys most about his job, he explained, is "seeing the excitement from DHS staff when we are discussing possible system improvements/enhancements, as well as the pride they feel when we roll out successful new functionalities that they helped to create."

Daryl has a Bachelor of Science degree in Computer Science with minor in business administration from North Dakota State University (NDSU).

Camping, fishing, woodworking, and attending his four kids numerous activities are among Daryl's favorite hobbies.



ITD Executive Management

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Managing Customer Expectations

Gary J. Vetter

As part of ITD's adoption of industry "best practices," we have been working internally to improve the way we manage incidents and to base-line our performance. As a result, ITD is pleased to announce its commitment to customers regarding incident resolution. Going forward, **customers will know what to expect on each-and-every incident reported to ITD.**

All incidents reported to ITD's Service Desk are assessed a priority based upon their impact on core business and their urgency for resolution. That priority is used to drive ITD's commitment to customers. ITD's Service Level Objectives for Incident Resolution will be:

| Type | Effort until Resolved/Contained | Final Resolution |
|----------------|------------------------------------|-------------------|
| Quick Fix | First Call Resolution, 24/7 | 15 minutes |
| Major Incident | Requires immediate attention, 24/7 | 2 hours |
| Priority 1 | Requires immediate attention, 24/7 | 2 hours |
| Priority 2 | Requires immediate attention, 24/7 | 4 hours |
| Priority 3 | Business hours | 9 hours (1 day) |
| Priority 4 | Business hours | 27 hours (3 days) |
| Priority 5 | Business hours | 45 hours (1 week) |

("Business Hours" are 8am-5pm, Monday through Friday; excluding state holidays.)

Incident resolution is not an exact science. Therefore, ITD's goal is that 90% of incidents will meet their Service Level Objectives. Regardless, ITD is committed to managing customer expectations. If a Service Level Objective cannot be met, ITD's staff will work with customers to report the status of the incident and to reassess their expectation for resolution.

ITD's ability to set, manage, and deliver on customer expectations is critical to our "customer-centric" spirit! It all starts with the Service Desk; please contact us at (701) 328-4470 or (800) 837-9807 to report problems, ask questions, request information, or offer feedback. We're here to help!